

PCIP Third Party Administrator – Performance Report June 2014

Medical and Pharmacy Claims Processing	Contract Requirement	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.3%	728 of 733 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	733 of 733 total claims
Financial accuracy of claims paid.	99%	100%	\$86,042.12 of \$86,042.12 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	10 of 10 claims audited
Procedural accuracy rate for processing of claims.	97%	80.0%	8 of 10 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	12 disputed claims

Customer Service - Subscribers	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	88.2%	164 of 186 calls answered in 30 seconds; average of 18 seconds
Subscriber issues resolved within the same business day.	90%	95.7%	66 of 69 issue calls
Maximum call abandonment rate.	5%	3.6%	7 of 186 calls
Maximum line busy rate.	3%	0%	0 busy out of 195 calls

Provider Technical Support	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	89.4%	399 of 446 calls answered in 30 seconds; average of 18 seconds
Provider issues resolved within the same business day.	90%	91.9%	363 of 395 issue calls
Maximum call abandonment rate.	5%	1.1%	5 of 446 calls
Maximum line busy rate.	3%	0%	0 of 452 calls

Highlighted cells reflect data that failed to meet performance standards